

My Health LA (MHLA) Program Renewal and Reenrollment Rates Report August 2015 – July 2016

The Renewal Rate is defined by the percentage of MHLA Participants who completed a renewal before their term date and received an additional 12 months of MHLA coverage. Renewal rates are produced monthly and represent the number of renewals at the time the report was produced.

MHLA Program Renewal and Reenrollment Rates								
Renewal Cohort Month / Total due to renew		Renewal was approved	Renewal was denied	Did not attempt to renew	Renewal Rate – Percentage approved	Reenrolled After Disenrollment At Any time in FY 15-16	Reenrolled Percentage	Monthly Rate
8/2015*	2188	1602	143	443	73.2%	149	7%	80.2%
9/2015*	10685	7550	216	2919	70.7%	950	9%	79.7%
10/2015	24564	16052	178	8334	65.3%	3160	13%	78.3%
11/2015	15414	9502	13	5899	61.6%	2375	15%	76.6%
12/2015	12515	6965	62	5488	55.6%	2331	19%	74.6%
1/2016	12196	6465	59	5672	53%	2284	19%	72%
2/2016	12473	7174	48	5251	57.5%	1709	14%	71.5%
3/2016	9928	5321	65	4542	53.6%	1271	13%	66.6%
4/2016	7054	3503	44	3507	49.6%	821	12%	61.6%
5/2016	5829	2833	45	2951	48.6%	606	10%	58.6%
6/2016	5236	2212	37	2987	42%	534	10%	52%
7/2016	4635	1879	40	2716	41%	291	6%	47%
	122,717	71,058	950	50,709	58%	16,481	13%	<u>71%</u>

*There is a 1.8% margin of error to account for modified applications whose renewal period was reset upon modification of the application.

Notes:

- “No longer eligible” means the Participant attempted to renew but was not renewed because they became eligible for Medi-Cal, moved out of County, etc.
- Cohort Month = the month in which a participant must complete a renewal to continue coverage in My Health LA.
- Renewal rates are generated the beginning of the following month and represent renewal rates at the time the report was generated.